WORLD BANK GROUP

Operational Consulting Services

Frequently Asked Questions

1. **I am unable to upload my proposal. I see a loading sign, but why does nothing seem to be happening?**

   If you are uploading proposal documents and the attachments are large (10MB and larger) and/or your internet connection is slow, there is a chance that the upload will take a very long time and/or the connection with the server may be lost during the upload.

   You should follow the protocols below for best results:

   - Always ensure documents are as compressed as possible, using ZIP or other compression tools.
   - If documents are large, try uploading one at a time. Enter the first of the three required documents and click "Save As Draft" to upload the first document by itself. Then, repeat this for the other two required documents. Once all documents have been uploaded individually, click "Submit".

   If neither solution resolves the problem, you MUST contact the Global Support Center help desk at wbgeconsultant@worldbank.org prior to the submission deadline date.

   You MUST NOT send proposal documents to the Bank Group task team or to the help desk. Instead, please contact the help desk and clearly state the issue you are encountering, providing as much specific information as possible.

2. **Can Universities be considered as firms for procurements? And can the proposals include research components?**

   Universities can participate on selections advertised in eConsultant2. Please note that if selected, the University will receive a standard World Bank Group consulting firm contract and will be required to comply with the contract terms and conditions. Some selections may contain a research component, depending on the nature of the work being performed.

3. **Should the total proposal price be inclusive of VAT?**

   Yes, your proposal price should be inclusive of VAT and any other tax liabilities applicable to the specific services covered by the solicitation.

4. **Are all World Bank Group tenders advertised on DGmarket?**

   No, the official site for advertising opportunities is the World Bank's website. As a courtesy, the Bank Group also provides information about opportunities to DGMarket and UNDB.

5. Do we have to send the technical proposal together with the financial proposal?

eConsultant2 will require you to submit a technical proposal and a separate financial proposal. You will also be required to enter the financial proposal amount in a field within eConsultant2.

6. Is it possible to cancel my EOI and Edit and reload before the deadline?

Yes. You do not need to cancel an EOI. You simply need to resubmit the form again, and the new submission will replace what was previously submitted. World Bank Group Task Team members will only see the final submission that was provided prior to the deadline.

7. How long does the vendor registration process take?

I think the vendor registration process takes a couple of days, right?

I think the answers for questions 6 and 7 were reversed.

Only a registered vendor can receive award of a contract from the World Bank Group. However, a firm does not have to be registered in order to respond to a solicitation.

8. In the case of not being selected in the procurement process how can we get feedback on the reasons for not being selected?

If your firm was short listed and you submitted a technical and financial proposal and were not selected, you may submit a request for a debrief and you will receive an email with feedback regarding your proposal. You will not receive information about your score, rank or information about other firm's proposals, scores or rank.

9. Where can one search for keywords inside the procurement opportunities?

There is currently no search function available across all opportunities. You can use the *Edit > "Find on this page…"* function on your internet browser to search for words on the page you are viewing. This would identify words within the Title of all opportunities listed on the page you are viewing.

10. How can one get to the Express Interest button?

Once you are logged in, the Express Interest button will appear at the bottom of the Request for Expression of Interest.

11. Is there any way to cancel the EOI once I press Submit?

From your dashboard under My Active Selections you can access the selection for which you want to cancel the EOI for and click on "Withdraw" to cancel your submission.

12. Is it mandatory to attach the soft copy as well as fill the field for EOI?
No. The text in the fields may simply refer to an attachment. Remember, however, that submitting text answers will upload quicker than submitting an attachment.

13. Where shall one download the different proposal templates?

Proposal templates are made available as part of each RFP, and are only available for download by those Firms that have been short-listed for the RFP. All proposal templates are located under RFP Attachments.

14. Do you have selections based on fixed budget which will require budget disclosure?

The fixed budget selection method is not used by the Bank Group. There may be cases where a budget range is disclosed in the selection, however in almost every case, financial proposals will be evaluated.

15. How does one know if the contract has been awarded, if there is no information on the dashboard?

The dashboard will show the status of the selection – if the phase is listed as "Award" then the evaluation is completed and the award is being finalized.

16. How do I post a question in the system?

If your firm is participating in a selection; once the RFP has been issued there will be a link on the screen called "Submit Questions for Selection". By clicking this link, you can select "New Post" to submit a new question. The Submit Questions for Selection section will then keep track of all questions your firm has submitted.

There will be another link called "View Questions & Answers for Selection". By clicking this link, all firms participating in the selection can see the answers to questions that have been posted by the Bank Group.

17. For what purpose would a deadline be extended?

Reasons for extending the deadlines vary depending on the project and the phase that the selection is in. In most cases, however, the RFP schedule has been developed based on the requirements of the project and you should assume that the deadline listed in the RFP will not be extended.

18. How does one attach a file to an EOI submission?

Click the '+' icon to open a new row for an attachment. You can then provide a relevant Title and browse to locate and select the document you wish to attach.

19. Who would have access to the technical and financial proposals after they are uploaded to the eConsultant2?

The Task Team Leader and the evaluation team will have access to the technical proposals. The financial proposals become visible to the Task Team Leader only once the technical proposal scores have been submitted and locked in eConsultant2.

20. What is on average the length of time (number of days) from the status Expression of Interest to Award for any given selection?

The average length in time is eight weeks.

21. Is a firm ineligible if one of the individuals proposed to work on the project is a former employee of the World Bank Group even if the individual in question is not on the board or a part of the executive team?

If the former Bank Group staff member is not an owner, principal, director or officer or holds a financial interest in the firm, the policy requiring a 12 month cooling off period would not apply. The individual, however, may have certain restrictions on the type of work they can perform by virtue of being a former Bank Group staff member.

22. In case of Proposals submitted by consortia of companies, where only the leader uploads the EOI, should partners indicate something on eConsultant2, or should the leading partner be the only contact point?

Only the leading partner must submit the firm's questionnaire. Please note, however, that all sub-consulting firms must be eligible to be a World Bank Group vendor. See eligibility criteria in our website.

23. How do we ensure secondary contacts receive notification about every EOI status etc.? Do we need to add them to every single EOI or is there a way to ensure secondary contacts receive notification about every EOI we register for?

Currently, the requirement is that secondary contacts be added manually for each selection, either by the Primary contact of the Firm responsible for the eConsultant2 account or by the Bank's Task Team Leader.

24. Do you send alerts to firms for proposals available?

Automated notifications are sent to those firms that have been short-listed for a selection when the RFP is issued.

25. What does Confirm to Propose means?

If you are short-listed for a selection, the first task you will see when you open the selection from your Dashboard will be the 'Confirm to Propose'. Clicking on this button will indicate to the Bank Group that you are intending to submit a proposal. You must 'Confirm to Propose' in order to see the Proposal Submission form.

26. Will eConsultant2 procedure also be used in future for tender procedures published by local ministries in the course of World Bank financed projects?

No. eConsultant2 will only be used by the Bank Group for Bank Group executed contracts.

27. Can a firm have more than one contact (individual) as primary contact?

No. Each firm record must always have a single contact designated as Primary, but may have as many secondary contacts as necessary.

28. Does this portal replace the devbusiness one?

'devbusiness', or UN Development Business Online, is a separately operated portal run by the UN which consolidates certain opportunities from various UN Agencies and other content providers. It is distinct from the World Bank Group's eConsultant2 system. Advertisements from eConsultant2 are provided as a courtesy to UNDB Online and are posted at the discretion of that portal's owners.

29. Is there a way that we could automatically be notified if there is a bidding opportunity in our country?

Not at this time.

30. Our organization is very large and operates in many countries. It is not feasible to have only one registration and one primary contact. What do you suggest we do in order to identify the various accounts we hold?

An organization may hold multiple accounts in so far as they correspond to distinct legal entities that may participate independently as bidders. However, it is important to draw the distinction between these arrangements as opposed to multiple individuals associated with a single legal entity holding different accounts, which should always be avoided.

31. How does one register in the eConsultant2 system as a new user, for an already existing firm?

You need to identify within your firm who has been assigned responsibility as the Primary contact. The Primary contact can add names to the firm's eConsultant2 account.

32. Does the dashboard show who the contract was awarded to?

No, the Bank Group does not list in eConsultant2 the name of the selected firm. However, large value contract awards with an estimated value above $250,000 USD are disclosed here. Note this list does not include all contracts awarded by the World Bank Group.

33. Is there any search option?

To search across selections that your Firm is actively participating in or has been a participant of in the past, you can click Options > Search. However, there is currently no advanced search option for published opportunities.

34. What are the URLs that I should use to access eConsultant2?

The link to the eConsultant2 system is
https://wbgeconsult2.worldbank.org/wbgec/index.html

The link to the Corporate Procurement website is
http://www.worldbank.org/corporateprocurement